short code registry™

# Edit My Profile

**STEP BY STEP INSTRUCTIONS FOR HOW TO EDIT PROFILE DETAILS, UPDATE EMAIL SUBSCRIPTIONS, CHANGE YOUR PASSWORD & RESET MULTIFACTOR AUTHENTICATION**

## Version 1.0

Effective Date: 11/1/25 – 12/31/25

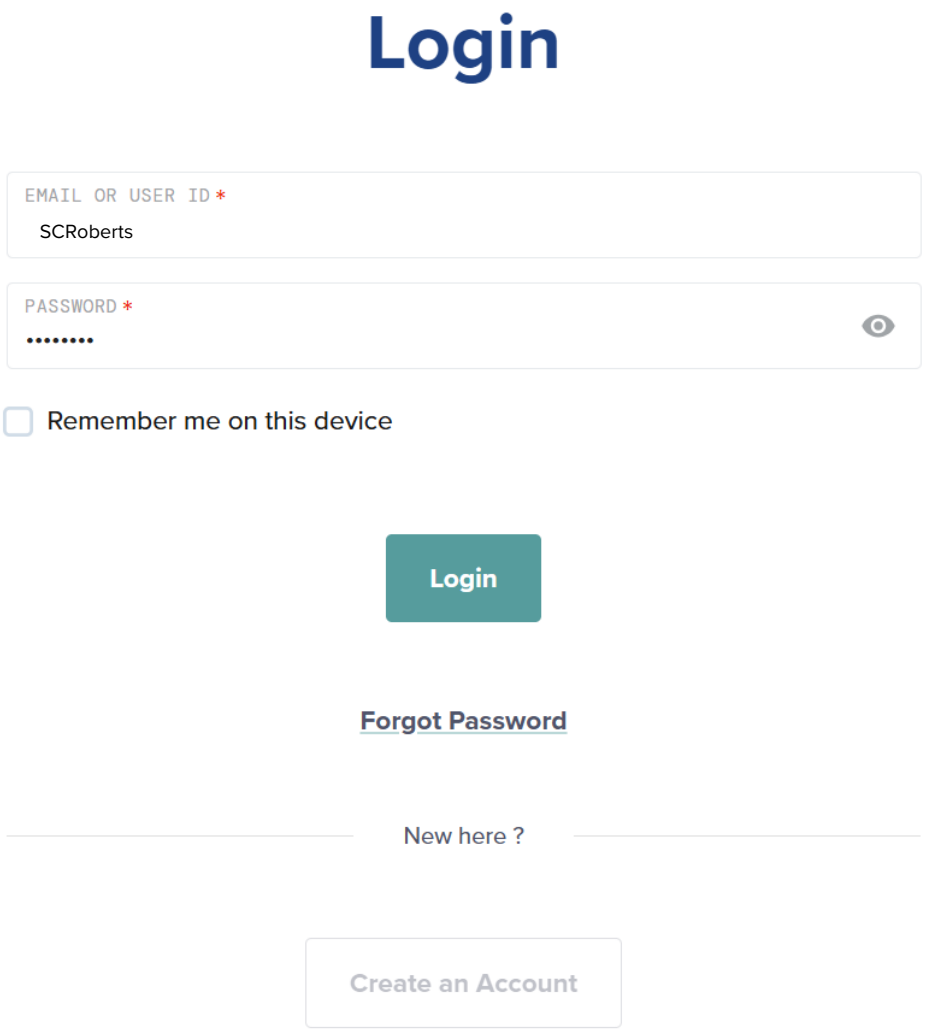
## Related Links & Guides

- Glossary
- https://registry.usshortcodestransition.com/
- Registrant Admin Adding Users to Account User Guide
- Understanding Email Subscriptions (Coming Soon!)

## Getting Started

To edit your profile (update email, change password, reset MFA, etc.), you must first log in to your account. Please visit https://registry.usshortcodestransition.com/scr/login to access the login screen.

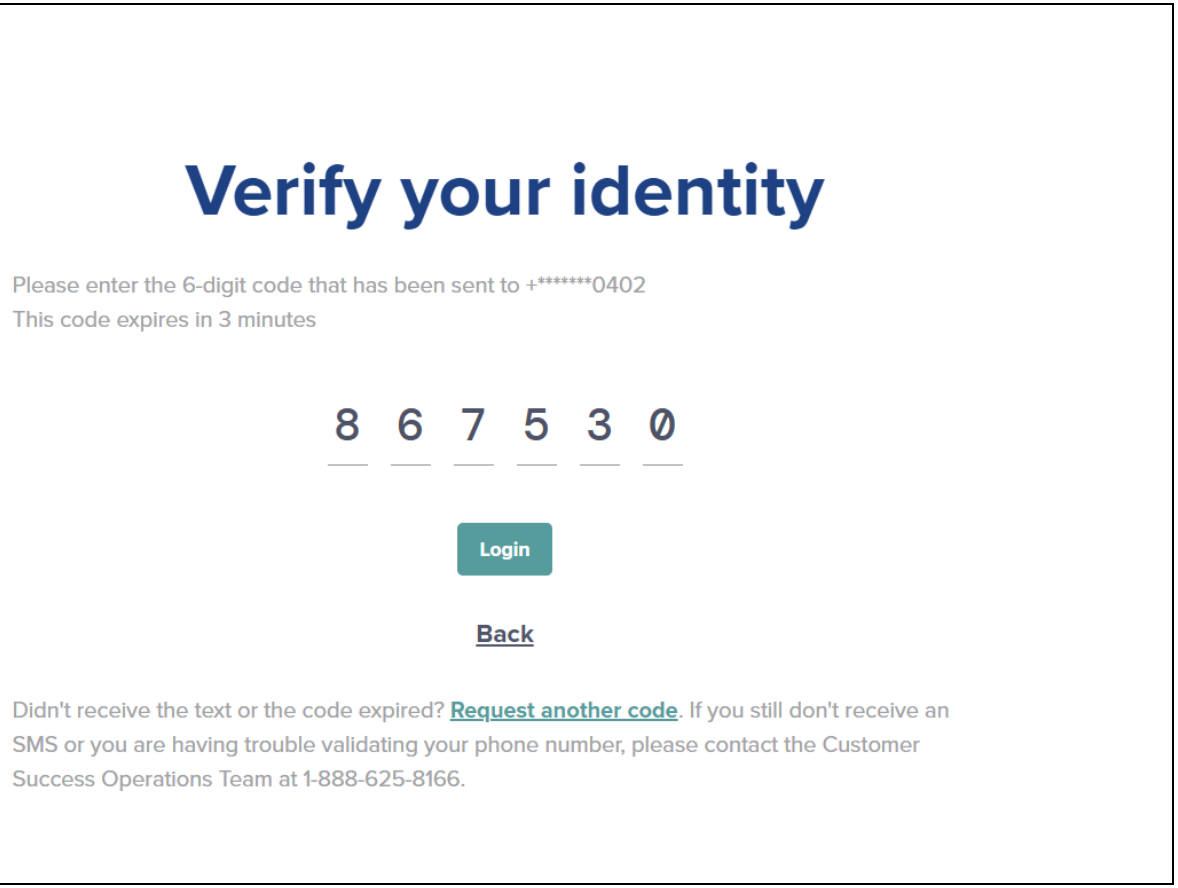
Enter your login credentials, click **Login** to proceed to the next step of verifying your identity through Multi-Factor Authentication (MFA).



## Getting Started (continued)

The Short Code Registry utilizes Multi-Factor Authentication (MFA) to add an extra layer of security to your account by requiring a second verification step during login.

To verify your identity, please enter the 6-digit code from your Authenticator application or received via SMS (depending on the MFA service chosen during user setup) and click the Login button to proceed.



# My Profile

The My Profile tab describes all of the details about your user account. Some key fields:

USER ID: the username that can be used for logging in

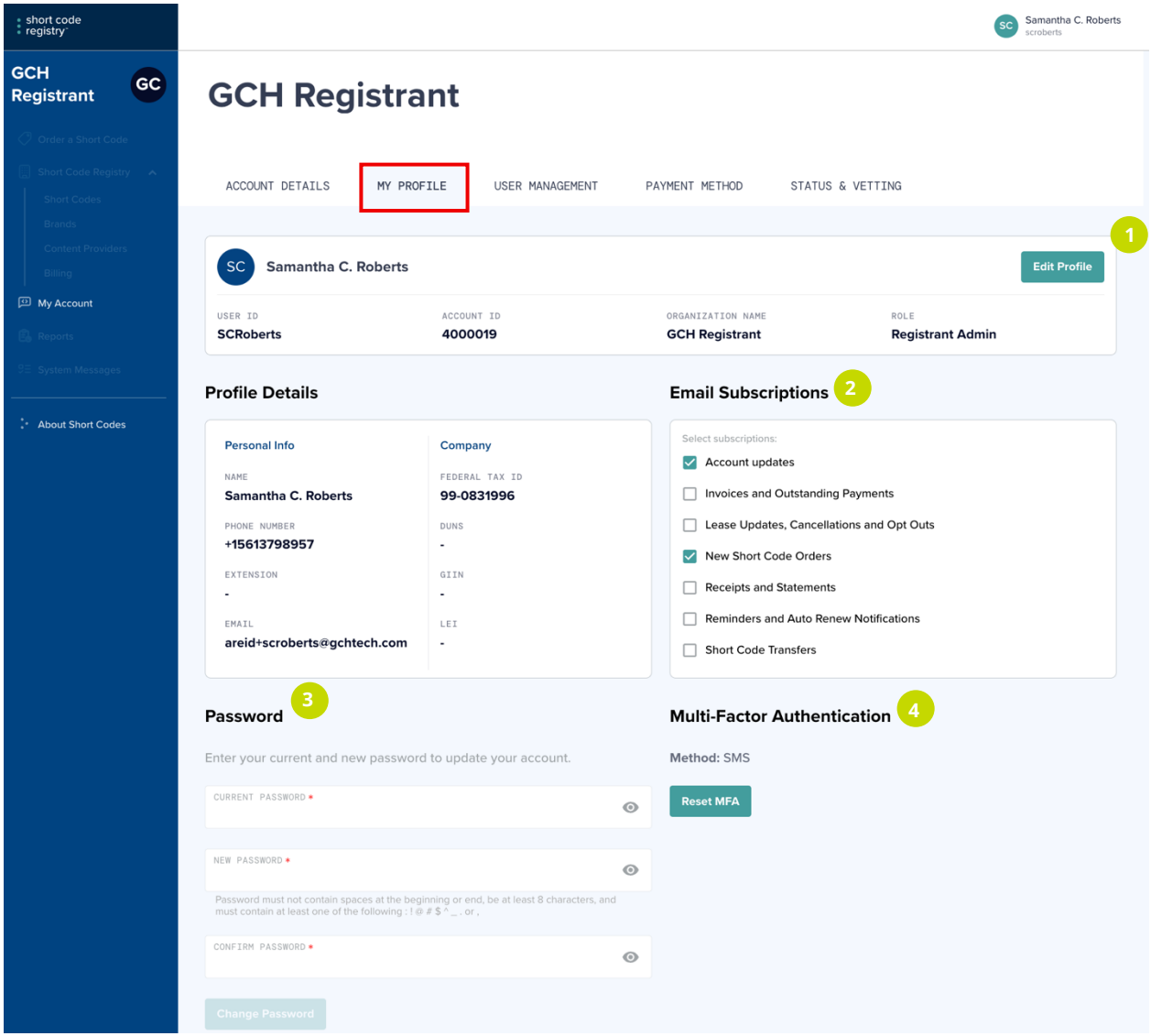
ACCOUNT ID: the unique identifier for your organization that was assigned by the registry

ROLE: the level of permission your account has (Registrant/Admin)

EMAIL: Found in the Personal Info section, your email can used to login and is also the address where all registry emails will be sent.

This guide will detail how you can take these actions:

1. View/Edit your personal details
2. Update email subscriptions
3. Create a new password
4. Reset MFA



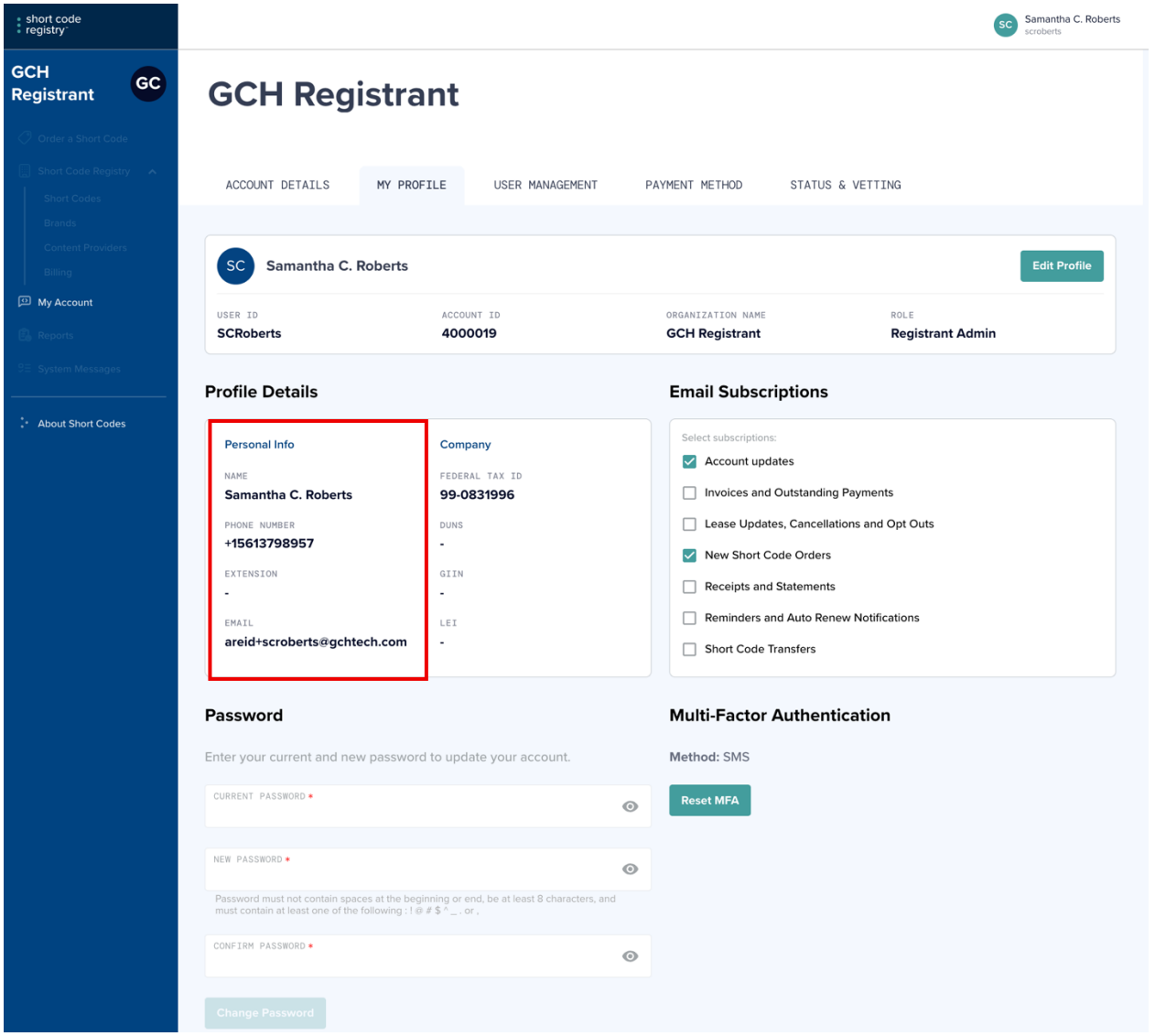
# Edit Profile

To edit your **Personal Info**, click on the **Edit Profile** button.

**Note:** Changes to My Profile will carry forward to the new registry but will not sync back to the existing registry. For example, if you update your email here, your old email will remain in the existing registry.

All **Company** information is linked to the info found on the **Account Details** tab.

**Note:** Edits to Company info will not be available until after the registry launches in 2026. A reminder that changing certain details will trigger a revet.



# Edit Profile

## My Information

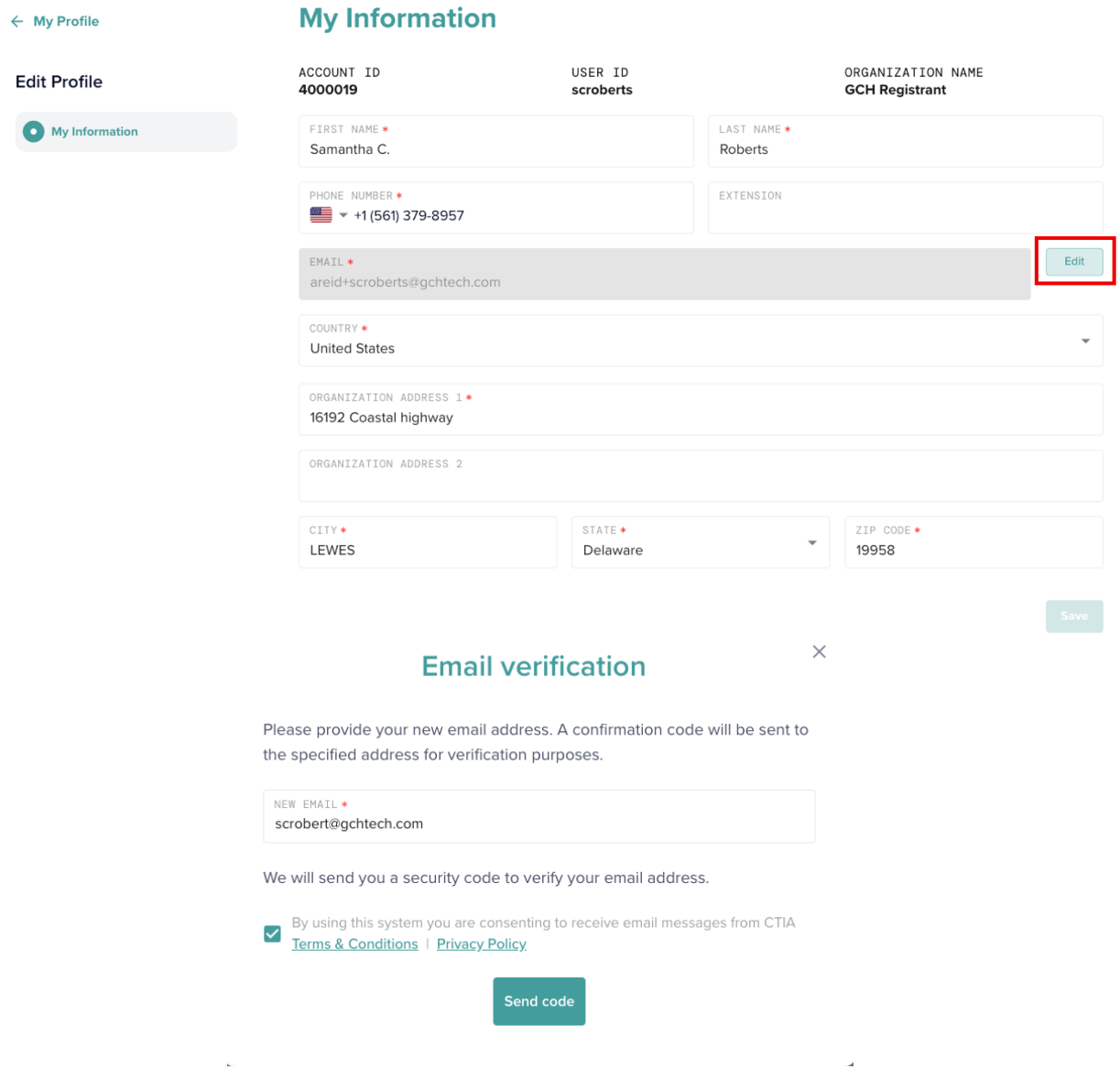
All fields, except for User ID are editable and can be updated by clicking **Save**.

If you wish to update your email, a new email verification will be required.

Click the **Edit button,** an **Email verification** popup will appear. Input your updated email, accept the terms and click **Send code.**

The registry will then send an email with a verification pin to your new email.

NOTE: Public domain emails (Gmail, Yahoo, etc.) are not permitted. Please use your organization's corporate address.



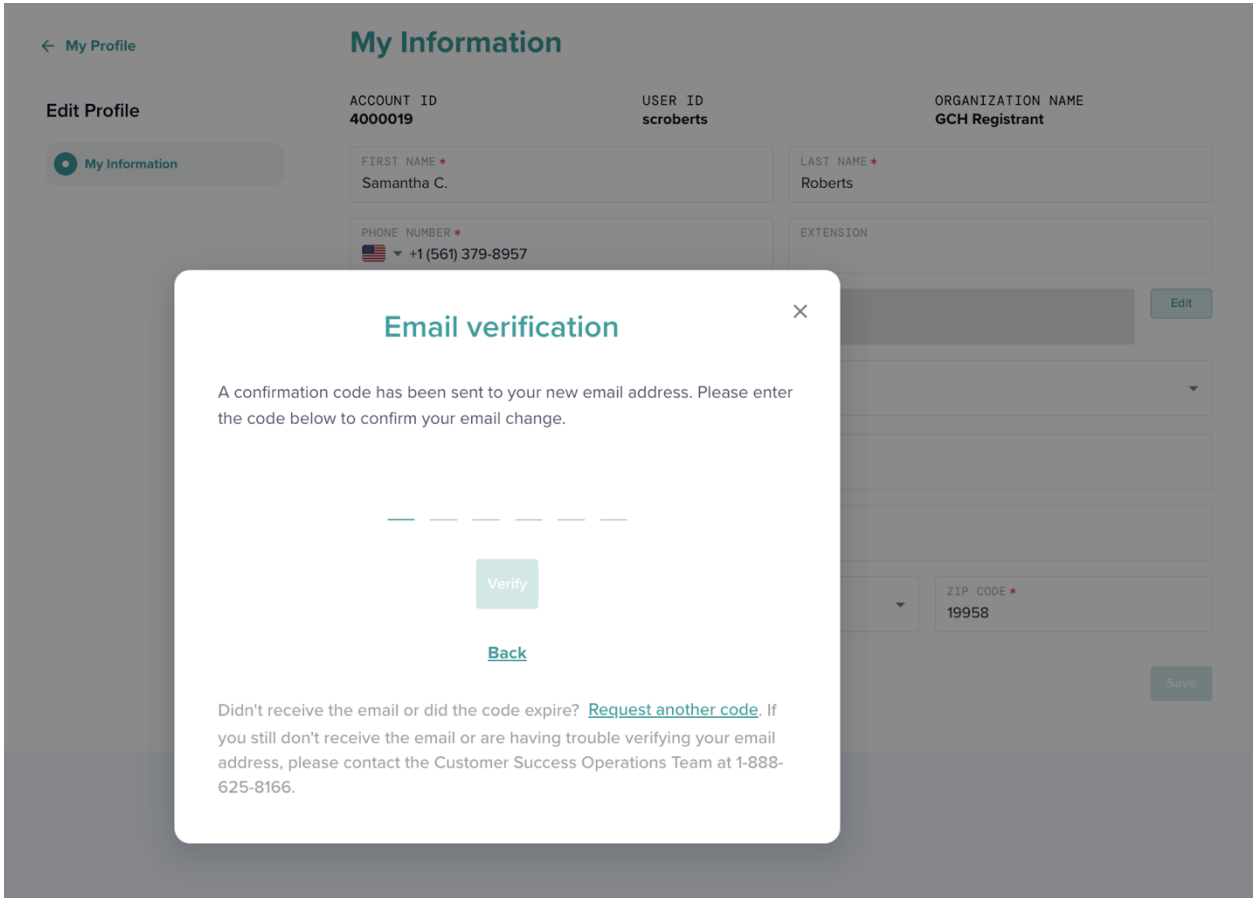
# Edit Profile

## My Information (cont.)

A 6 digit pin will be sent to the new email with the subject line: "Verify Email Update." Enter the pin and click Verify.

If you have not received an email with 5-10 minutes, check your spam filters for an email from noreply@usshortcodestransition.com or request another code.

Note: If you do not verify, your current email address will remain the same.

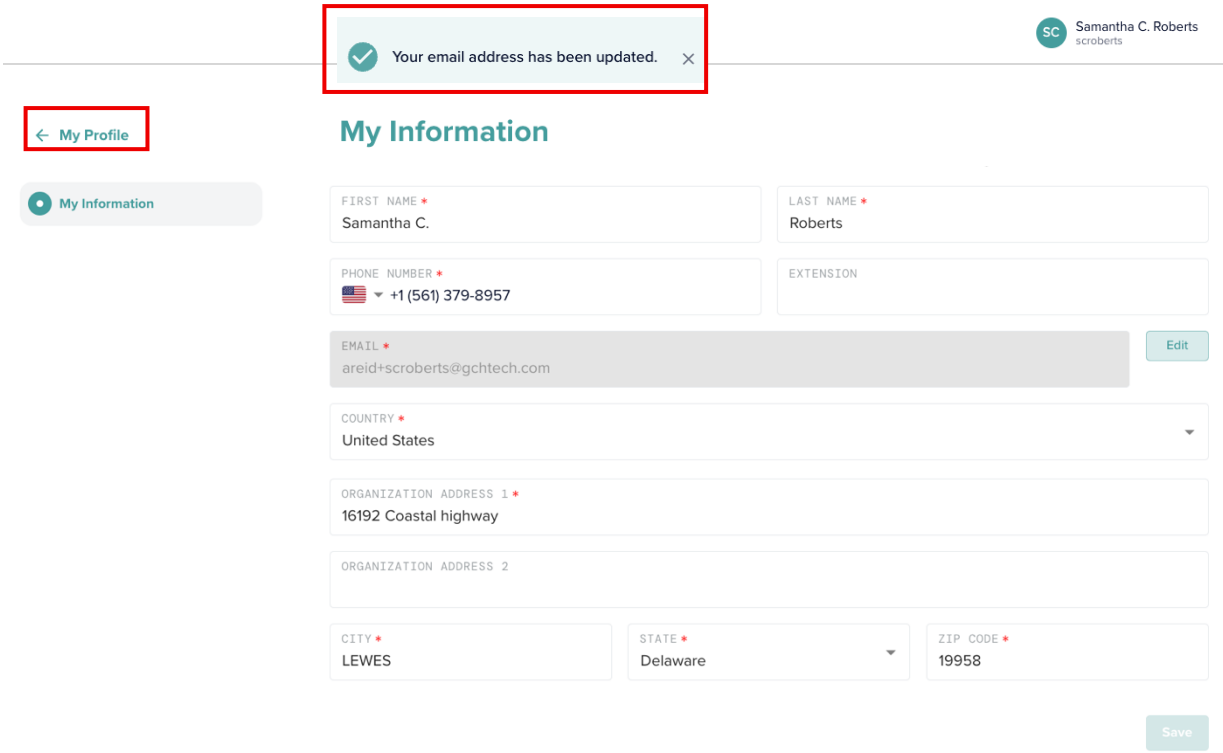


# Edit Profile

## My Information (cont.)

You will know your email has been successfully updated when you see a pop-up at the top of the page saying "Your email address has been updated."

Click ← My Profile to return to the My Profile tab.



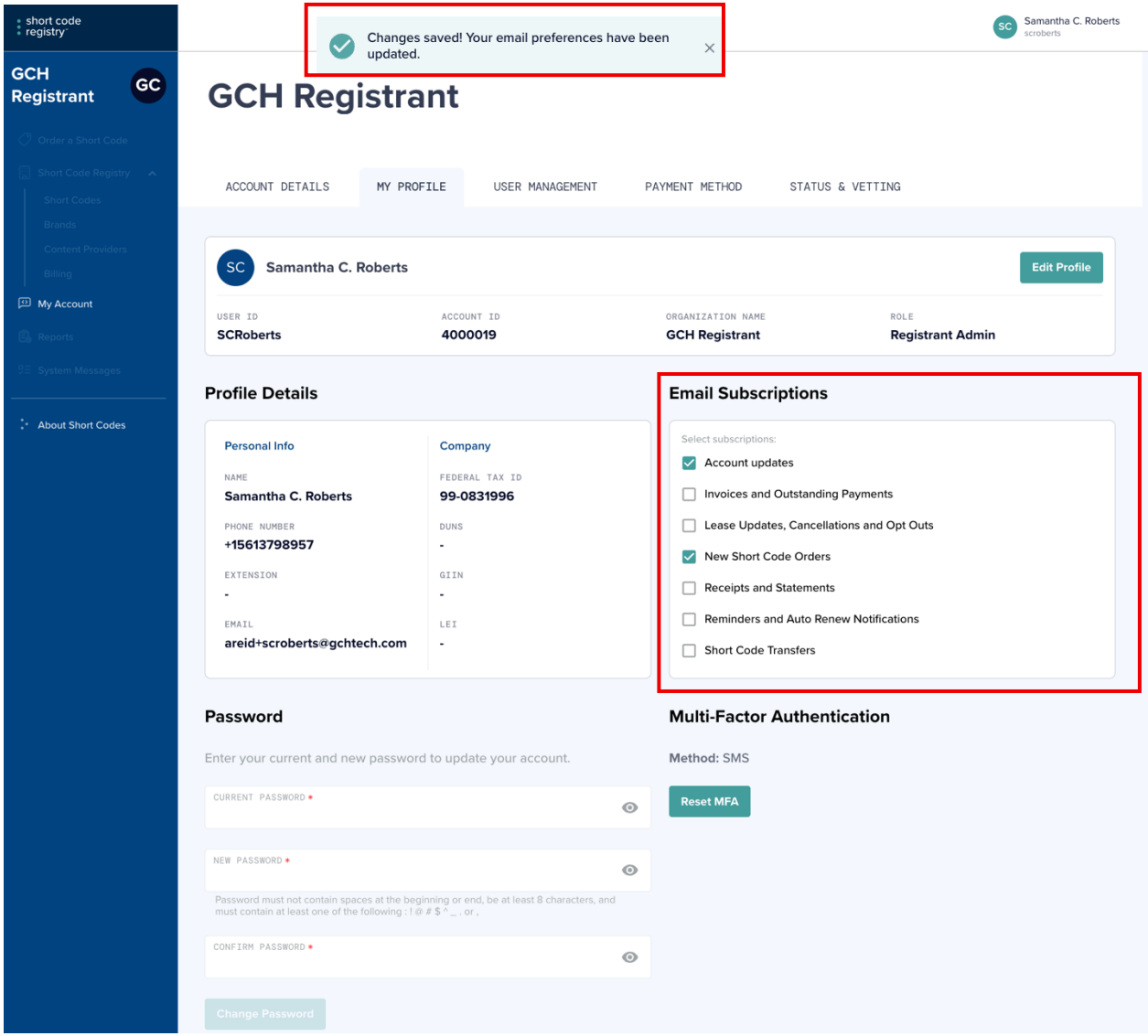
# Edit Email Subscriptions

The Email Subscriptions section allows you to enroll to receive emails based on various events, such as receiving an email when an invoice is generated.

To enroll/unenroll into an email subscription, select one or more email subscriptions from the subscription list. *(See **Understanding Email Subscriptions** for more information coming soon)*

You'll see a dialogue box at the top of the screen confirming your changes

NOTE: The primary billing contact and registrant account associated with the leasing of a Short Code, will always receive Reminders and Auto Renew Notification, Invoices and Outstanding Payments and Receipts and Statements.



## Change Password

You can update your password by scrolling down to the **Password** section of the **My Profile** tab.

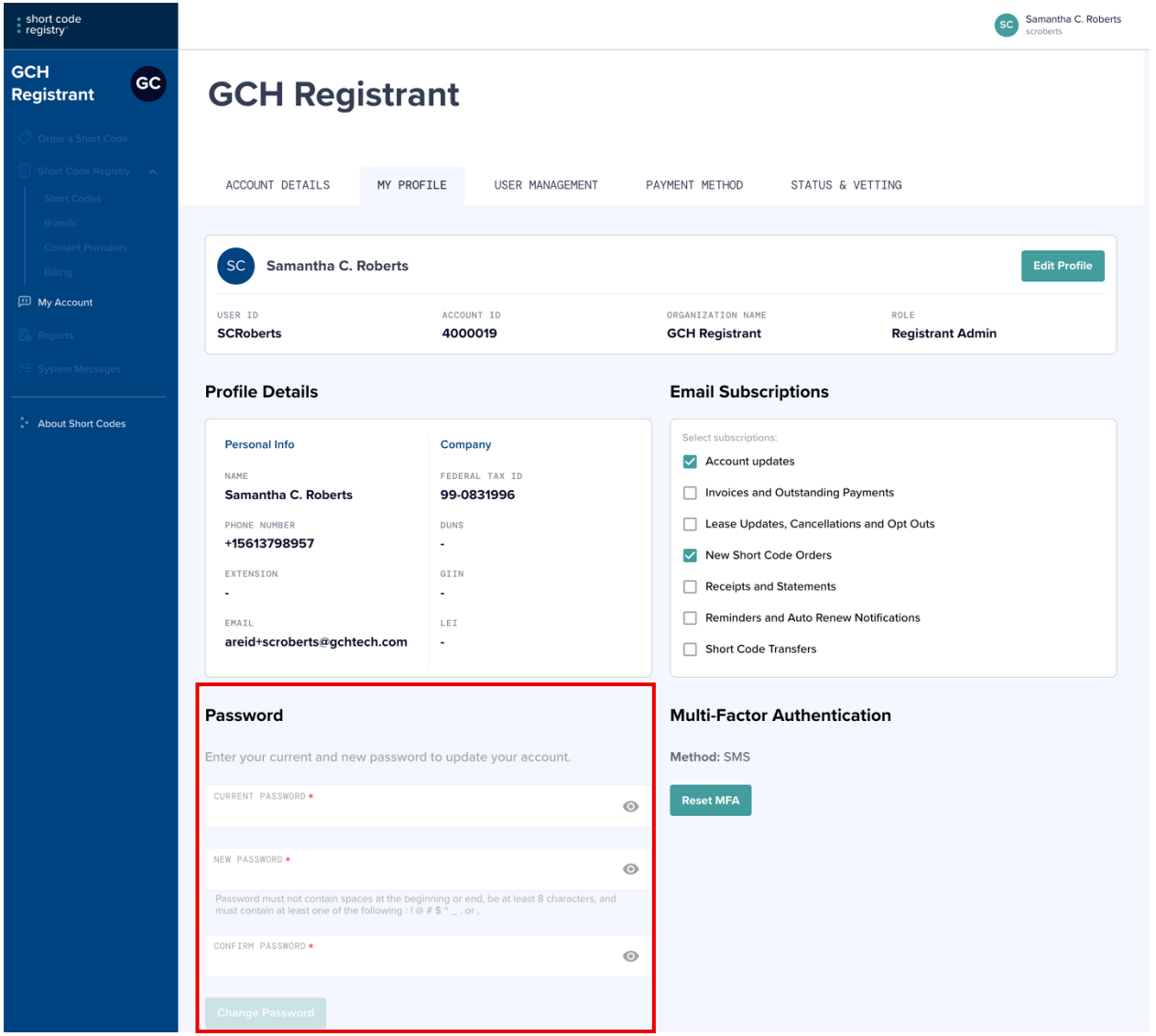
Enter your **Current Password**.

Enter a New Password the meets the following requirements:

- Must not contain spaces at the beginning or end,
- Be at least 8 characters, and
- Must contain at least one of the following: ( ! @ # $ ^ _ . or , )
- Isn't the same as the current password

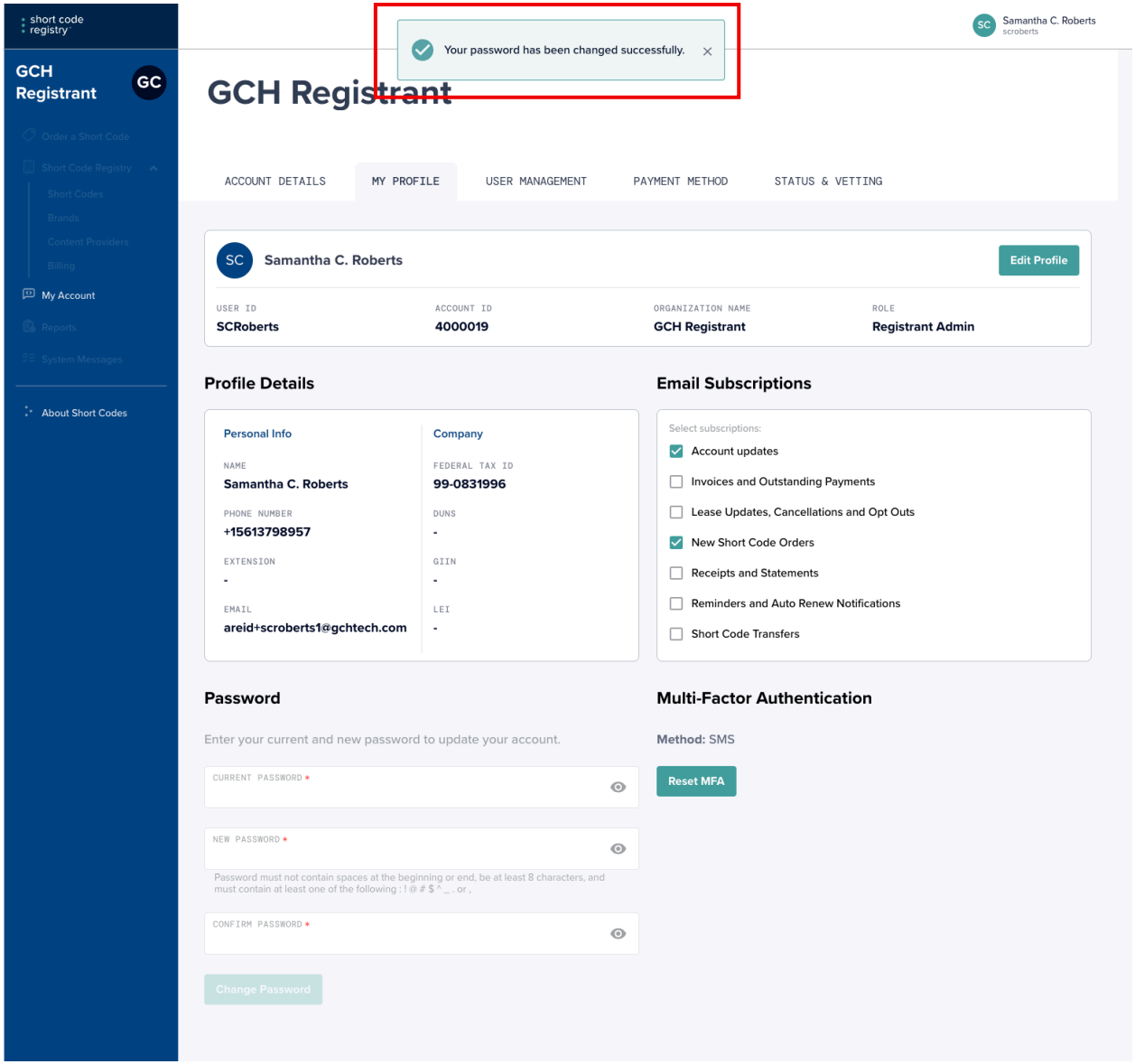
Reenter your new password in the **Confirm Password** section.

Once all fields are filled in correctly the Change Password can be clicked.



## Change Password (continued)

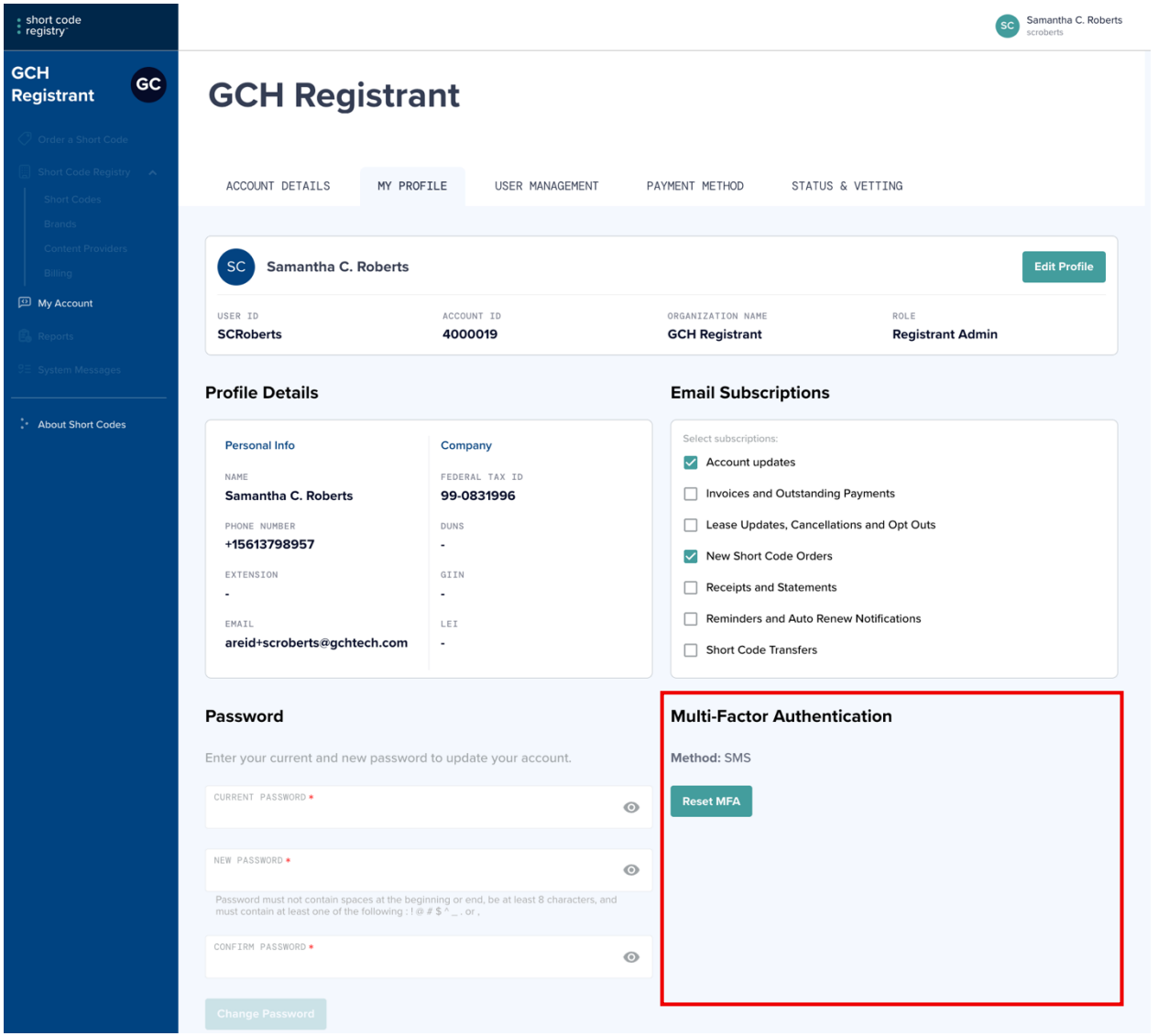
You'll know your password has been successfully changed when you see the green dialogue box at the top of the screen.



# Reset Multi-Factor Authentication

If you would like to update the method through which you complete MFA, scroll down to the **Multi-Factor Authentication** section of the **My Profile** tab.

You can see the current **Method** that you have enabled. Click **Reset MFA** to change.



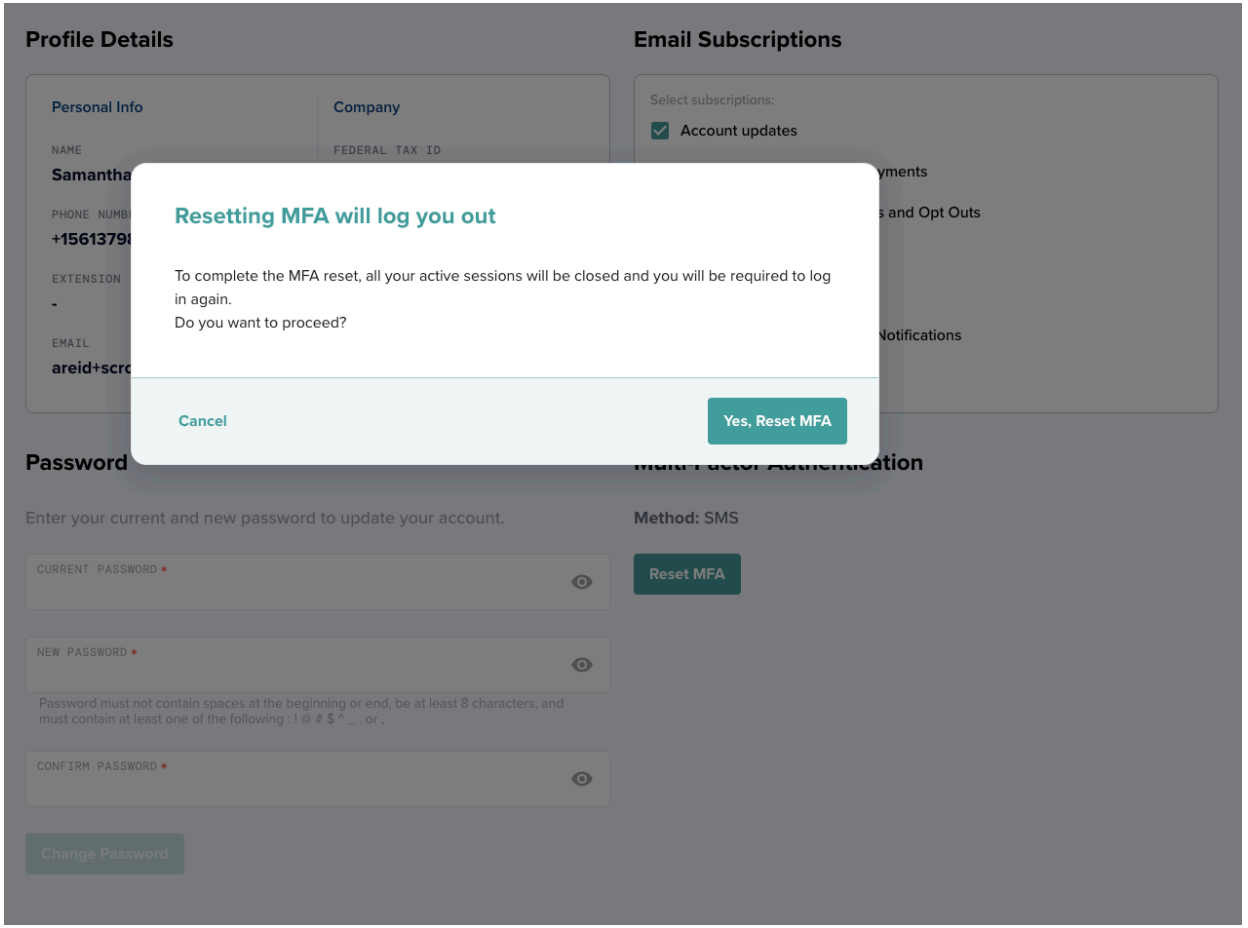
# Reset Multi-Factor Authentication (continued)

A popup will appear asking you to confirm that you would like to reset your MFA.

You will be logged out of your current session and will be asked to log back in with your **User ID** or **Email** and password prior to being able to reset MFA.

Click **Yes, Reset MFA** to continue, or **Cancel** to go back.

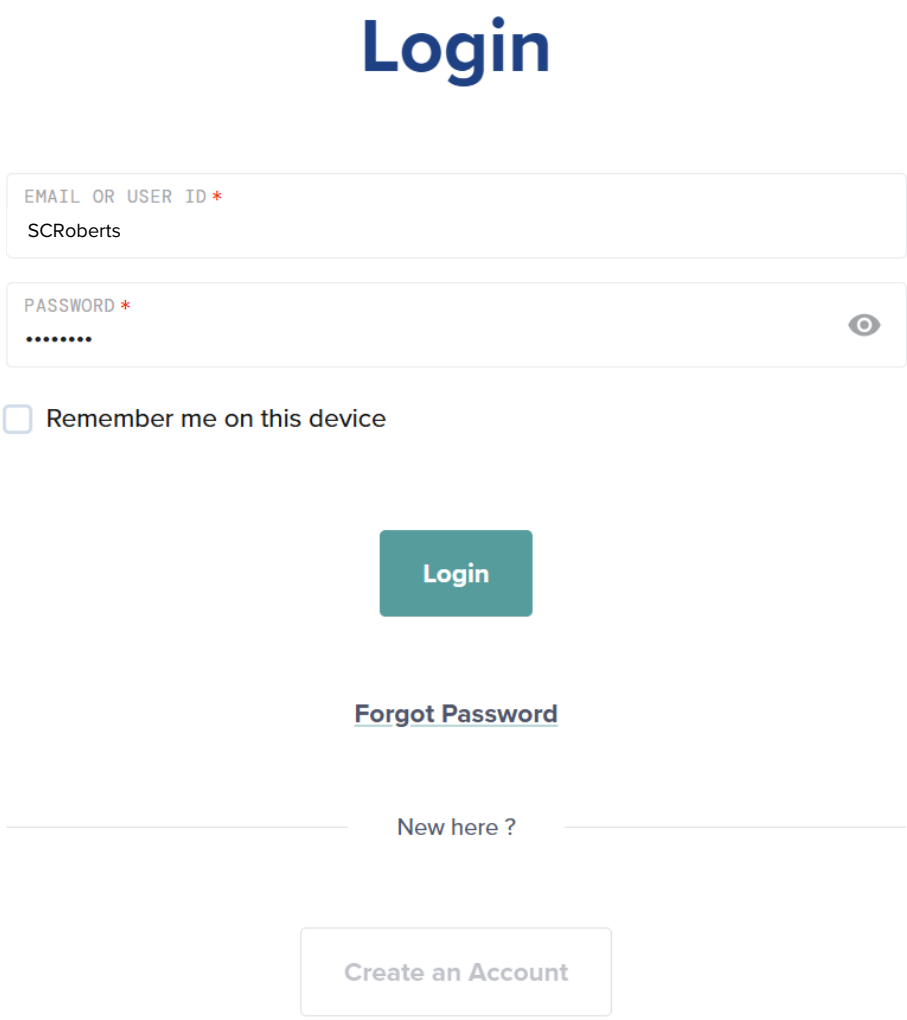
Note: An admin can also reset your MFA. See the **Registrant Admin User Management** Guide for instructions.



## Reset MFA

### Log back in

Enter your login credentials, click **Login** to proceed to the next step of setting up Multi-Factor Authentication (MFA).



## Reset MFA

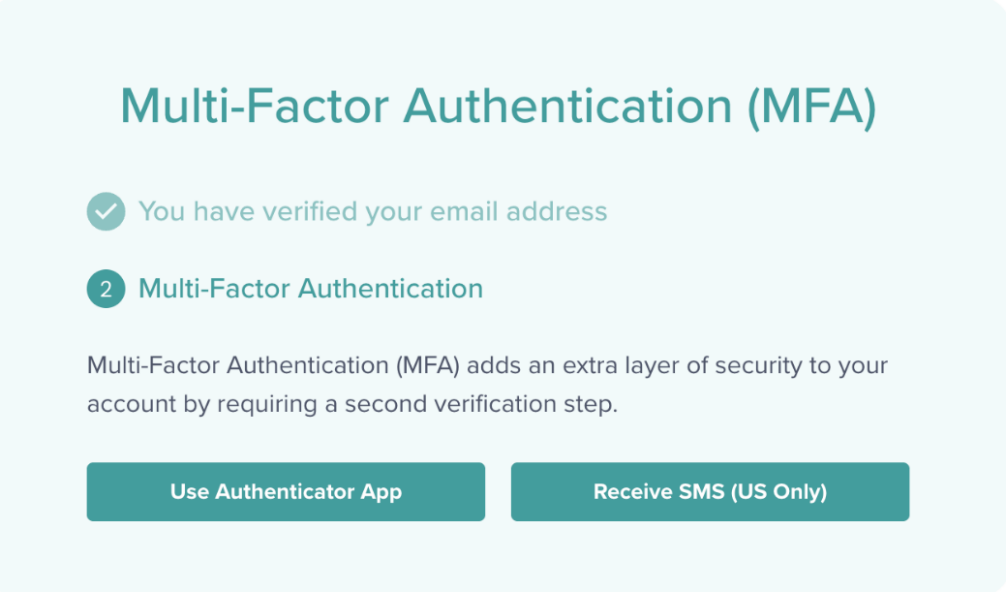
### Setup

The registry supports two types of MFA:

- 3rd Party Authenticator Applications (as long as it supports a Time-based One-Time Passcode TOTP).
- SMS (US Only)

You can choose either method.

We will cover both types of MFA in this User Guide.



## Authenticator App

MFA setup can be completed by using any authenticator app that supports Time-Based One-Time Passcodes (TOTP).

Some examples of Authenticator Apps we support are:

- Google Authenticator
- Microsoft Authenticator
- Duo Mobile

After downloading and opening the mobile app you can scan the QR code shown to add your account.

You can also set up MFA from entering a setup key, which is found under the QR image.

Enter the code shown in the authenticator app and click Verify.

MFA is now set-up.

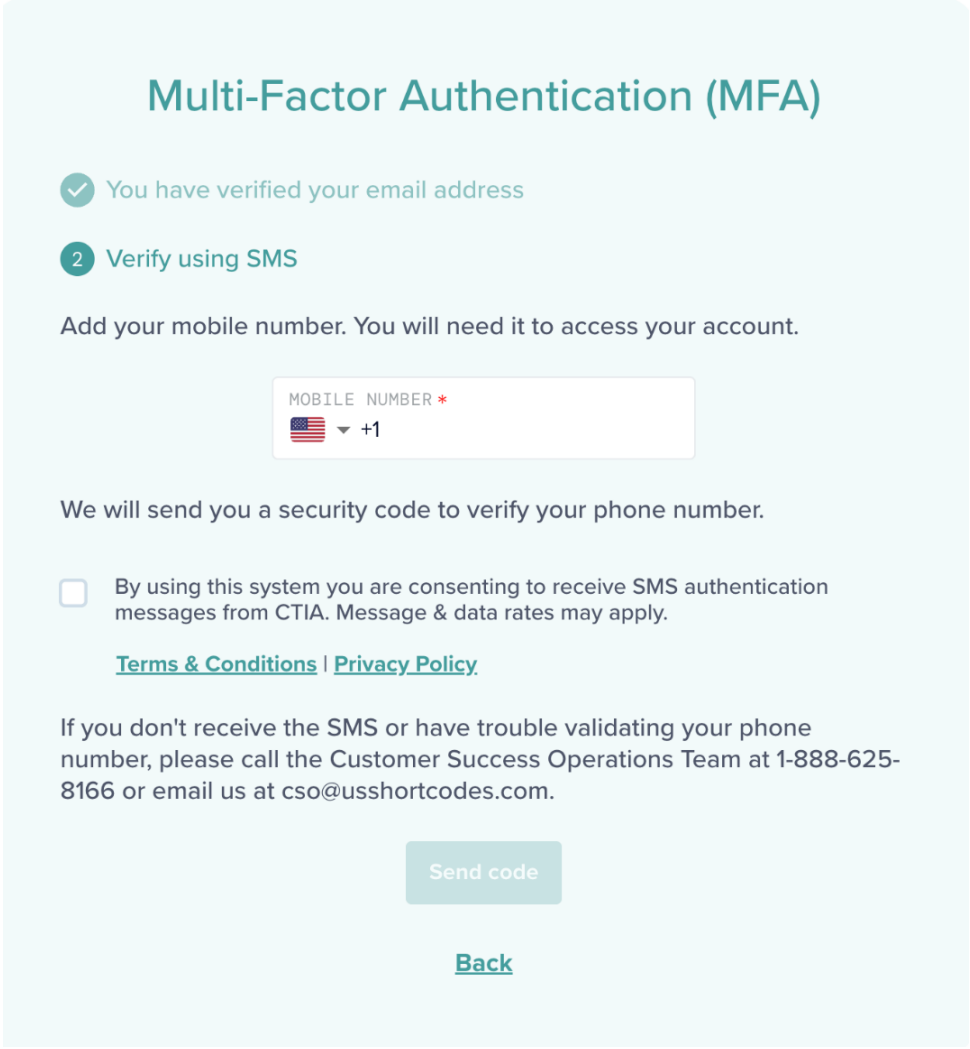
## SMS (US Only)

If you choose MFA verification via SMS, you need to enter your mobile number.

NOTE: SMS MFA is only available to US based phone numbers with a +1-country code.

Select the checkbox accepting consent to receive SMS authentication texts from CTIA (Short Code 424632).

Click Send Code at the bottom of the screen to receive your verification code via SMS.

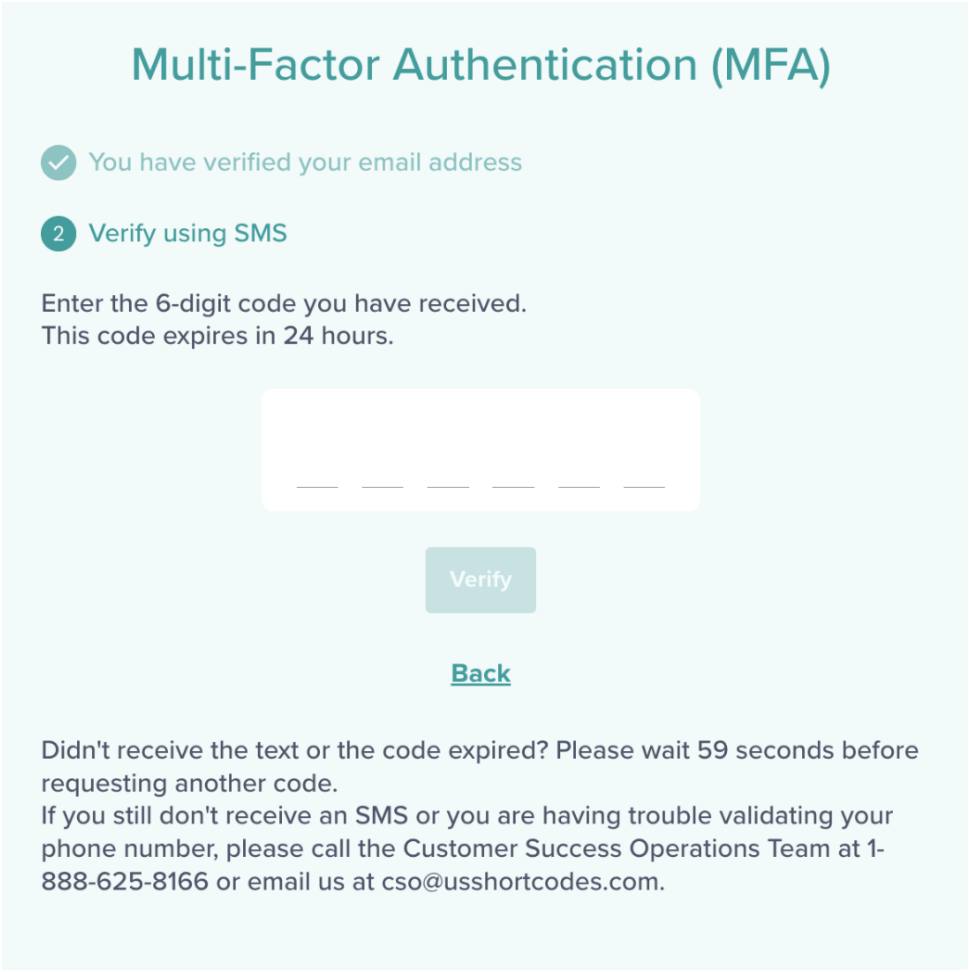


## SMS (US ONLY) (continued)

The Short Code Registry only allows an SMS code request once every minute.

If you still have not received the SMS text, you can click the back button and re-enter your mobile number.

If you are still experiencing issues receiving the SMS text, please contact the Customer Success Operations Team via the contact details at the bottom of the screen.

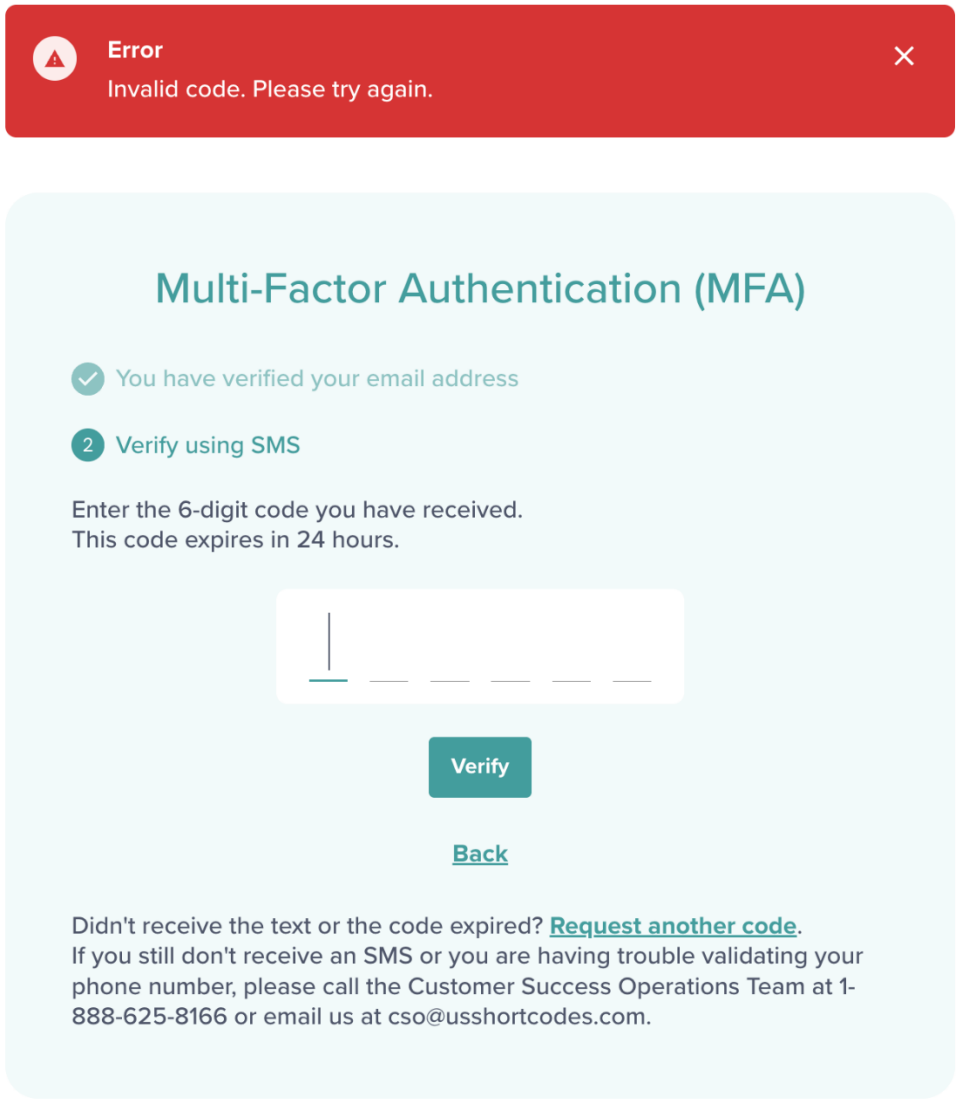


## SMS MFA Error

**Invalid Code**

If you receive this error, please enter the code again making sure every digit is correct.

If you are still experiencing issues receiving the SMS, please contact the Customer Success Operations Team via the contact details at the bottom of the screen.

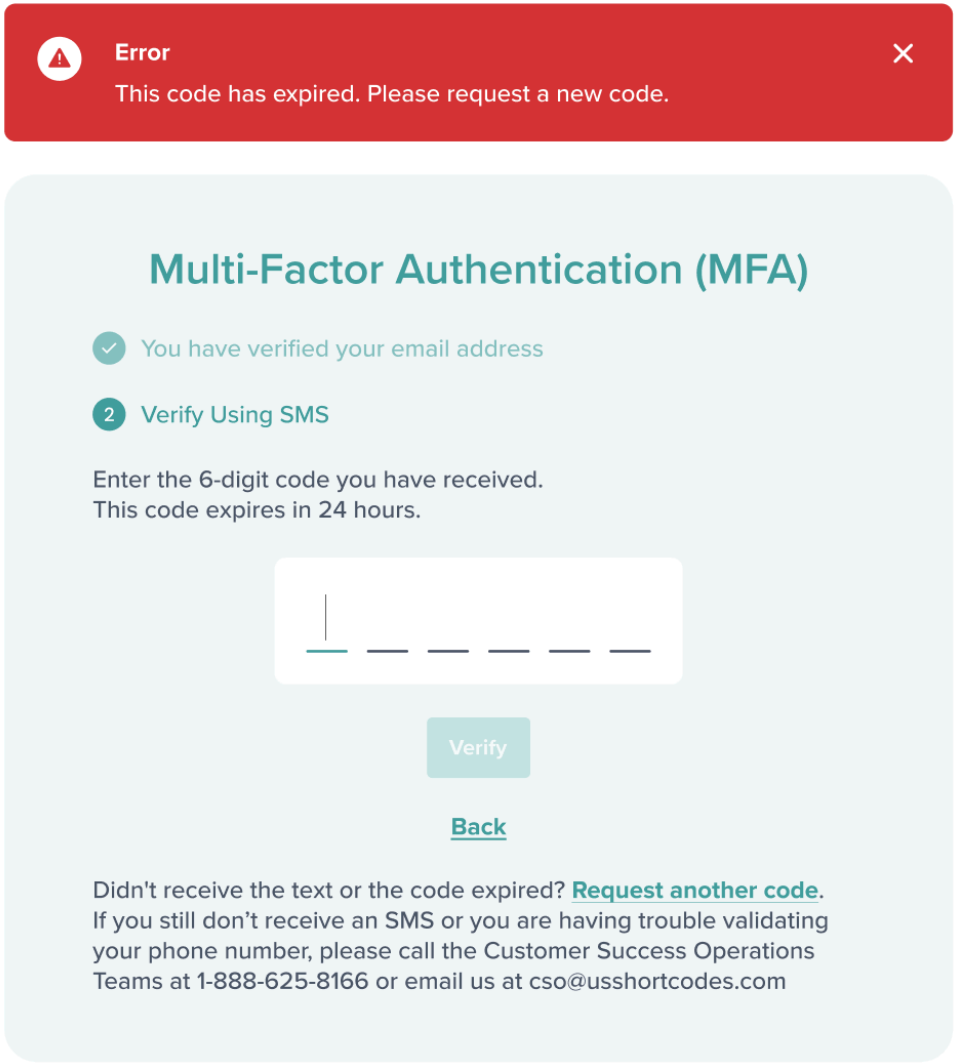


## SMS MFA Error

**Code Expired**

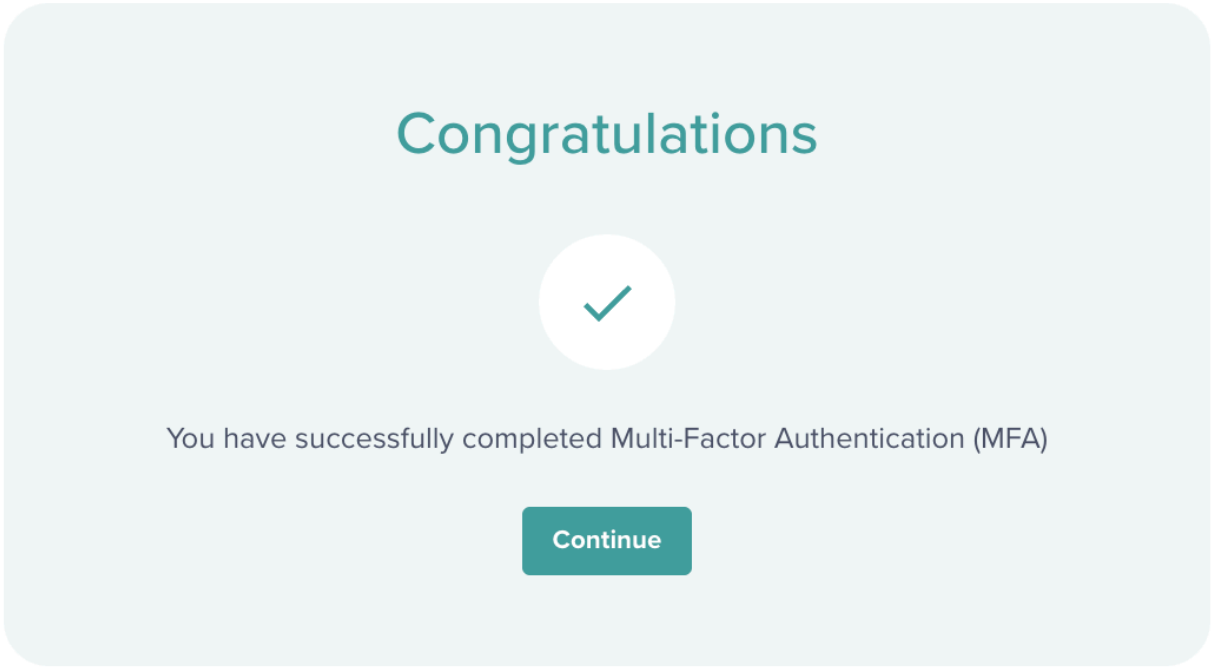
If the SMS has expired, click on Request Another Code.

If you are still experiencing issues receiving the SMS, please contact the Customer Success Operations Team via the contact details at the bottom of the screen.



## Reset MFA Complete

When MFA is complete you will see this screen, click the **Continue** button to access the Short Code Registry My Account page.



## Glossary

**Email Subscriptions –** Email subscriptions allow users to subscribe to email notifications from the Short Code Registry based on specific event categories. For example, if a user has enrolled in the Receipt and Statement email subscription, they will receive an email every time a short code receipt or short code onboarding statement associated with their account is generated by the system. The user can choose which email subscription event categories they wish to enroll and can remove a subscription at any time.

**Registrant Admin -** Users in this role can add or update users on the account and assign most user roles. This role is assigned along with the Registrant role which means Registrant Admins can do anything a Registrant can. Note that Registrant Admin users cannot remove that role from their own user profile. They must have another Registrant Admin perform this action or Contact Customer Support.

**Registrant -** Users in this role can lease and renew short codes, view or update account information, and manage their own user profile information.

**Version History**

| Date | Version | Details |
|---|---|---|
| 10/1/25 | 1.0 | Initial Release |
| 10/31/25 | 1.1 | Added instructions for updating email, email subscriptions, resetting MFA and changing password |
| | | |